

Statement of Work

DATA ENTRY CONTACTOR

1. **DESCRIPTION OF SERVICES.** Data Entry contactor includes, but not limited to; typing correspondence and reports, performing data entry using computer equipment, organizing and maintaining office files / records, answering telephones and greeting visitors and operating office equipment such as calculators, copiers, typewriters, and fax machines. These positions require the ability to type 40 words per minute and to be proficient in operating computer equipment. These positions require the ability to use a personal computer, scanner, or other automated office equipment. Depending on the nature of the position, duties vary.
- 1.1 **PERFORMANCE.** The contractor applies typing skills, knowledge of the functions and procedures used in word processing and, if needed, other software, as well as a specialized vocabulary knowledge to create and edit various types of medical or technical documents. Contractor shall have the ability and knowledge to use various functions or other software types such as MS Word, Excel and PowerPoint, and electronic mail. Makes backup copies of stored data as appropriate. Types, edits and prints a variety of documents for the office staff, including correspondence, technical reports, technical notes and similar material in accordance with established guidelines and procedures. Source materials are either written drafts or voice recordings. To accurately complete the documents, the employee shall use an extensive knowledge of medical or technical terminology and the reference sources available; determines the appropriate form, arrangement and spacing for the document, based on the nature of the subject matter being typed and its intended use; resolves problems involving the interpretation of drafts by contacting the originator or by relying on previous experience; edits material and makes necessary corrections in grammar, punctuation, spelling, and proper format; consolidates information for various reports in accordance with established procedures and deadlines; maintains documents in electronic file for easy retrieval; operates a computer, peripheral equipment and appropriate software to perform various computer operations in support of office operations, such as producing reports, maintaining database.
- 1.2 The contactor shall perform a broad range of duties using one or more spreadsheet software programs. Uses basic and advanced program functions to perform such operations as updating, revising, sorting, calculating and manipulating data in spreadsheets to meet multiple report formats.
- 1.3 The contractor shall perform a broad range of duties using one or more database software programs. Uses basic and advanced program functions to perform such operations as updating and revising databases, and searching for and retrieving data for reports. Prepares reports presenting

data to meet reporting requirements.

1.4 The contractor shall provide clerical support to ensure efficient office operations. Performs a variety of receptionist and other clerical and administrative functions, using judgment to answer recurring questions and resolve problems. Receives phone calls and visitors; answers routine inquiries or refers to staff members; establishes and maintains a variety of files for easy retrieval; files include those involving numerous subject headings and subheading; cross-references files containing correspondence, reports, reference material, and other office records; reviews incoming correspondence and determines the action required and its priority; routes and distributes mail to appropriate individuals; establishes and maintains suspense files to ensure timeliness of actions; follows up on suspense dates to ensure that required actions and responses are made within deadlines; skill in operating an electronic typewriter, word processor, microcomputer, computer terminal and/or related equipment, e.g., printers, optical scanners, etc., using a standardized typewriter style keyboard with additional function keys.

1.5. The contractor shall have knowledge of Health insurance Portability and Accountability Act (HIPAA).

2. **PERSONAL REQUIREMENTS** Knowledge of highly technical and/or specialized terminology to process medical reports. Knowledge of grammar, spelling, capitalization, punctuation, and general terminology necessary to prepare documents from handwritten drafts into final form. Knowledge of the formats, forms, policies and common terminology used by the organization. Ability to read and interpret medical procedural guidelines, including software user manuals, correspondence procedures, and style manuals. Knowledge of varied and advanced functions of one or more spreadsheet software packages sufficient to perform such operations as: organizing rows and columns; adding, deleting or modifying numerical records; manipulating or calculating data to meet multiple report formats. Knowledge of varied and advanced functions of one or more database software packages. Knowledge of the organization's functions, programs, structure, routines and procedures to meet the requirements of the contract.

3. **SUPERVISORY CONTROL** The contractor personnel independently completes recurring work, in line with the quality and timeliness criteria set by the supervisor. Receives additional instructions regarding new, difficult or unusual work at time of the initial assignment and during its progress. Seeks help from supervisor when unfamiliar problems and/or assignment require a deviation from established procedures. Finished work and methods are reviewed in detail for compliance with procedures or instructions, technical accuracy and appearance.

4. **GUIDELINES** Guidelines include but not limited to software, user manuals, tutorials, correspondence procedures, and sample work products. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

5. **COMPLEXITY** The contractor personnel performs duties that involve related

steps, processes or methods that are often numerous and varied. Determines what needs to be done based on choices between alternatives with easily recognizable differences. Personnel shall have the ability of selecting the appropriate procedures and/or action, choosing from options that differ in such things as the type of software used, type of document or report to be produced or edited, or existing prerecorded formats.

6. **SCOPE AND EFFECT** The contractor performs routine tasks, which facilitates the work of originators of the documents and others, primarily in the immediate work unit. The contractor regularly meets with agency employees from outside the immediate organization.

The employee contacts others to exchange information necessary to accomplish assignments.

7. **PHYSICAL DEMANDS** The contractor does sedentary work, such as sitting comfortably. There may be some walking, standing, bending or carrying of light items.

8. **WORK ENVIROMENT** The contractor works in an adequately lighted and ventilated office environment. Observes normal safety precautions.

9. **DUTY HOURS** Regular duty hours are Monday through Friday, 0730 to 1630, (federal holiday excluded). Hours may change to any consecutive 9 hours, Monday through Friday, 0630 to 2030, (federal holidays excluded) if workload schedules required two shifts per day to meet demands.

10 **GOVERNMENT FURNISHED PROPERTY, FACILITIES AND SERVICES.**

10.1 **Property.** The Government, on the contract start date, will furnish or make available for the performance of the contract the following property computer, software and office supplies.

10.2 **Facilities.** The Government will furnish or make available the following facilities:
One workstation in Bldg 600, which is conveniently accessible. The Contractor shall reimburse the Government for repairs not attributable to fair wear and tear.

10.3 **Services.** The Government will furnish the following telephone service: Local and long distance service. This telephone service is for the performance of this contract only. It shall not be used for personal or contractor business use. A telephone log will be maintained, using a control number, for all long distance calls made. Completed logs will be submitted to the COR within two working days after the end of each month.

11. **CONTRACTOR FURNISHED PROPERTY.** None required.

12. **Personnel Qualifications.** At least High School graduate or GED. Have some education in one of the following fields: Accounting, Business Administration, Economics, Personal Financial Management, Consumer Affairs, Medical facility or

related area. A minimum of one-year experience working with adults is preferred. A familiarization of the affects military service has upon individuals and families is desirable. Proficiency in expressing ideas in spoken and written media. Prefer a working knowledge of medical military facility operations and the soldier's responsibilities, which include, but are not limited to, medical records and support of dependents.

13. **Quality Control System.** A quality control plan shall be developed and maintained to ensure services are performed in accordance with requirements in this contract. A copy of the quality control plan shall be submitted to the Contracting Officer ten working days after commencement of work under this contract. The Government will make final review and acceptance of the QCP and any subsequent changes. The Contractor shall provide revised copies to the Contracting Officer five working days prior to any planned change (subject to Government acceptance).

14. **Registration Of Privately Owned Vehicles.** All personnel operating a privately owned vehicle (POV) on Fort Riley must comply with installation requirements of registering vehicles operating on the post. Proper state registration, proof of insurance and a valid driver's license are required in order to register a POV. Display of the post decals issued at the time of registration is mandatory.